Workforce Management Administrator's Guide

Daily Operations

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Daily Operations

After deploying Workforce Management (WFM), there are many tasks that, as a workforce administrator, you will need to perform regularly and sometimes on a daily basis. These topics provides information about setting up and performing these daily operations in your environment.

WFM daily operations

Scheduling

Performance, Adherence, Reports

Forecasting

User Security

WFM daily operations

Calendar Management

Time-Off Bidding

Task Sequencing

WFM daily operations

E-mail Notifications

Scheduling Meals & Breaks

Enabling WaitLists

Tracking Overtime